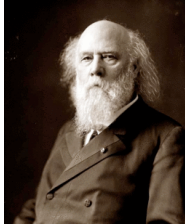


Pronto:

An Employee Update

a moment of love from our heart, to their hearts, to your heart



S. Butcher

The Butcher Papers

The Red Pill: Enter The Metrics

Number of Public Events: 5877
 Seven Day Event Forecast: 1349
 Number of Site Visits: not available

Fulfilling The Promise

Scanners: The time has come to bid thee adieu

With the launch of our mobile apps enabling venues to use iPhones and Droid phones as ticket scanners, the ticket scanning hardware packages we offer may be shelved, except under special circumstances. Managers have indicated an understanding that we are no longer renting out scanners or printers per individual events, however venue installs are still an option. This decision is pending approval from senior management.

New Blood:

Michael Conforti joins the fulfillment team to round out the 4 p.m. to 12 a.m. shift Thursdays through Sundays. If you see him, even if it is just on the pinger, say; 'Hi.'

New Stock:

Boxes and boxes of ticket stock arrived today; 4/8/2011. Which makes sense since we sell tickets and all. Thank you everyone who helped out unloading the truck.

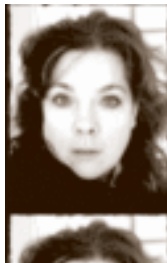


K. Hirsch
 Fulfillment Manager

On the Front Lines

We Just Keep Growing

As demand for our services grows, it's a good sign that our staffing grows too. Kristin Fortier, Director of Operations, reported it was discussed in last week's managers meeting that in order to meet demand from producers and ticket buyers, six new employees are needed in Call Center, primarily for



K. Fortier
 Dir. of Operations

grave yard shifts. This will give us the latitude to reach our goal of 24/7 coverage in both wings of the client facing houses. If you know of anyone suitable for these roles, have them forward their resume to: hr@brownpapertickets.com.

From Across the Pond:

Stanhope Sightings

Last night (4/7/2011) in Aberdeen, Doug Stanhope had his first forced interval in 20 years, as he had to go to the loo (that means toilet to us in the states). No one knew what was happening and it was chaos for a short while as he just disappeared off the stage. All was well when Stanhope returned to the stage and completed his set.



D. Stanhope

With the last two gigs of Stanhope's UK Tour tonight and tomorrow in Edinburgh, Greame Thomas says it's all gone really well. Some good conversations with venues along the way: Bath and Manchester venues look like they will use us again.

Props to Mr. Thomas

It seems appropriate to recognize how well Greame has done in working with Brian and Sten in ensuring the UK side of the tour has been a smooth and painless experience for Doug. Greame only joined the company on February 14th and has since been to SXSW and drove the length and breadth of the UK! So, well done Greame, you are a complete Brown Paper Ticket Star and we're really glad to have you on board.



Still no Profile Mr. Thomas?

Other UK Updates

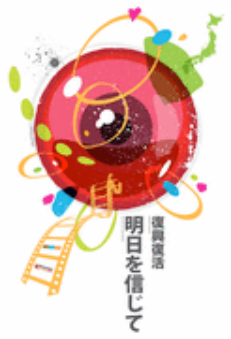
- UK gets first office pet: Sam the wee terrier will be interning next week
- Catherine just moved house
- The UK lease was renewed for three years
- There is some kind of wedding that requires the purchase of outfits going on in the UK causing their office to be closed on the 29th

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This One Goes Out to All My Ninjas!



With special recognition to Sita and thanks to everyone for organizing this event. The screening sold-out with about half the ticket sales coming from online, and half at the door. We learned a couple things: It was hard to get media coverage so close to the event date, though social media was very effective in driving pre-sales. Also, emailing and inviting relevant organizations really paid off.

Finally, Sita got a flyer designed by Kelly and then beat pavement at the Cherry Blossom Festival, personally inviting people. That was an incredibly effective guerrilla marketing tactic that filled the final seats.

Sita wasn't satisfied to just sit back and see what happened. She took action and did what needed to be done to support the event. Awesome!

This screening was a truly international event with people helping-out from Japan, Paris, New York and Seattle! The film and a thank you video came from Tokyo. The connections to get us the film came from Toronto and Paris. The Japanese lettering on the poster came from New York and the poster design came from Seattle. Whew! Sita managed to pull off an international event in just two weeks!

- Props to Our Peeps:**
- Cal scored mentions in Seattle Weekly and the Seattle Film and Music Blog
 - Everyone posted on their networks generating online buzz
 - Kelly and Sita's successful relevant community outreach

Messages from the Bunker

Market and Industry Analysis

The Center for Arts Management and Technology (CAMT), an applied research center at Carnegie Mellon University produced the "2011 Ticketing Software Satisfaction Survey." This survey provides detailed insight into the demands from various sectors of the market we serve as well as a breakdown by geography, organization size (by operating budget) and an overview of needs and satisfactions of the user types.

The survey is available on our dashboard at: https://office.brownpapertickets.com/public/index.php?path_info=projects%2F24%2Ffiles%2F521.

Army Theater RFI

Also found on the dashboard is a copy of the Request For Information (RFI) from the United States Army to ticket their theater program: https://office.brownpapertickets.com/public/index.php?path_info=projects%2F24%2Ffiles%2F494

The RFI represents a real coup to our team as it illustrates not only the value of our product, but the potential and capabilities our platform represents. Completed by our In-house Counsel, Mike Sennott and Kelsye Nelson, Launch director, the executive summary of the RFI response states:

"The purpose of this response is to explain how the Brown Paper Tickets ticketing system features work, and to clearly describe the costs of usage. One of our missions at Brown Paper Tickets is to provide a low cost ticketing service – both to ticket sellers and ticket buyers, while at the same time providing superior customer service."

Still Looking for a Graphic Designer

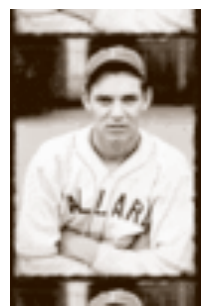
Have interested parties forward a link to their work to kelsye@brownpapertickets.com

Good News on the Technology Front

We are in the process of acquiring and installing a new load balancer with nearly three times the load capability of it's predecessor. Meaning when the site is subject to heavy loads, the load balancer will distribute incoming visitors appropriately, avoiding site slow downs and crashes. Bottom-line: Yay! The odds look good that a development team of three to four coders will join our ranks within three weeks. This may mean that William Scott Jordan gets to sleep a full eight hours. So; Double-Yay!



K. Nelson
Launch Dir.



M. Sennott
In-House Counsel